P.O. Box 192 Holderness, N.H. 03245 phone (603) 968-3829 ejshs@adelphia.net

Earle S. Jenkins

Summary of qualifications

Mr. Jenkins' comprehensive consulting skills are the result of over thirty-five years of operations experience in the telecommunications industry. His successful career has spanned all levels of responsibility as he progressed from craft technician to Vice President, corporate process owner and Industry Consultant.

Work experience

Feb 2002

SHS Consulting

Holderness, N.H.

Management Consultant

 Returned to private consulting practice. Current engagements include strategic planning initiatives associated with broadband deployment, operations cost reduction, and regulatory witness support.

2001 – Jan 2002

FLAG Telecom

London, UK

Vice President - Operations

 Established a field, customer care, provisioning, and NOC organization in response to FLAG's change in strategy from serving as a carrier's carrier, to a worldwide end-end internet and application service provider. Successfully developed and implemented an Operations Plan for the management of a global fiber-optic submarine and terrestrial network consisting of 42 landing stations, POPs and collocation arrangements.

1996 - 2001

SHS Consulting

Holderness, N.H.

Management Consultant

Telecommunications industry consultant and regulatory subject matter expert, specializing in operations and work force management issues. Consulting engagements ranged from process assessments through redesign and business case preparation. Noteworthy clients and utility customers include: MCI Worldcom, Providence Gas, British Telecom, Nortel Networks, BCG, and Harris Corporation.

1993 - 1996

NYNEX

Manhattan, N.Y.

Vice President - Operations

 Leader of process reengineering effort associated with design and implementation of maintenance and technician related workflows. Improved efficiency coupled with the introduction of new technology produced the capability of handling 1M additional work requests with 4,000 fewer people. 1992 - 1993 New England Telephone Boston, MA. Managing Director - ICSC

 In charge of New England organization responsible for developing and managing customer service relationships with Interexchange Carriers, Cellular Service providers, and other common carriers. Annual Revenue stream of \$850M.

1990 - 1992 New England Telephone Boston, MA. Managing Director - Central Artery Division

 In charge of Engineering and Construction of largest outside plant project in the USA.. Responsible for internal logistics and external negotiations with State and Federal Agencies.

1985 - 1990 New England Telephone Eastern, MA. Director of Operations (3 Positions)

 Assignments responsible for managing three tier operations consisting of 225-300 people. Responsible for outside telecommunication services in major metropolitan areas. Three assignments during this period include areas north and south of Route 128 in Eastern Massachusetts and the City of Boston.

1983 - 1985 New England Telephone Manchester, N.H. District Manager Operations - External Affairs

 In charge of service oversight for State of New Hampshire and all regulatory contact with The Public Utilities Commission regarding service issues.
Responsibility included management of the State appeals group and facilitation of community service hearings.

1977- 1983 New England Telephone N.H. and Mass. Plant Service Manager (Numerous assignments)

 In charge of supervisor and craft work groups (range 100-150) employees responsible for installation and maintenance activities in specific geographic area (100,000 line range). Assignments both center and field based.

1971- 1977 New England Telephone New Hampshire Supervisory Assignments (Numerous)

 Supervised work groups responsible for operations associated with telephone installation and maintenance. Assignments both center and field based. 1964- 1971 US Army & New England Telephone

Craft Technician

- NCOIC of two Dial Central Offices and associated plant. Duties included supervising several technicians.
- NET rated SXS switching technician.

Education

1987 - 1990 Franklin Pierce College Salem, N.H.

Bachelor of Science Magna Cum Laude

1991 - 1992 Boston University Boston, Mass.

Master of Business Administration

Other experience

Present Board of Directors positions: N.H. Electric Cooperative, and Supervisory Committee for Telephone Workers Credit Union